The Army Training Help Desk

Collaborating with other Organizations and Contacts

Key Elements of Collaborating With Other Organizations and Contacts

- Use of FAQ's
- Use of Collaborative Tools
- Understanding Drop-Down Menus
- Use of ***YOUR*** Manager
- Use of the "Get Out of Jail Free" Card

Creation And Use of FAQ's

- As stated earlier, the Creation and Use of FAQ's allow for the following:
  - The ability for customers to use "Self-Help" thereby eliminating the necessity to initiate an I/R
  - Agents to answer questions (even if not in their area of expertise) as soon as they receive the I/R (One Round, One Kill)
  - Increase ***YOUR*** knowledge. The use of FAQ's allow you to become an SME in a multitude of areas

Creation And Use of FAQ's

- Ensure "Tacit" knowledge becomes "Explicit" knowledge
- Share your knowledge with customers and agents

- The creation and generation of FAQ's is not a request for each agent, it is a requirement. FAQ's are the foundation for soldiers and civilians to use the "Self-Help" process and receive assistance 24/7

Use of Collaborative Tools

- Managers are responsible to ensure that their agents use every collaborative tool available in the course of their daily duties
- The use of collaborative tools includes the following:
  - Calling other agents (#'s are located next to the agents name
  - The use of TSS Reach (Each manager is responsible to ensure that their agents have access to TSS Reach)
  - The use of the "Notes" area of each I/R
  - Effective use of "All Available Systems". This means your peers, supervisors, the web, and any other collaborative tool required to answer an I/R

Use of Collaborative Tools

- The proper use of Collaborative Tools will:
  - Meet the needs of our customers
  - Solve I/R's quickly and efficiently
- Additional Benefits:
  - Network with others in your specific Career Field
  - Increase your knowledge base and potential
  - Allow you to meet new friends (*Better than the singles chat line you are currently using*)

Understanding Drop-Down Menus

- Understanding Drop-Down Menus is a key element in ensuring that I/R's get transferred to the proper agency
  - Drop-Downs are configured based upon the request and requirements of each individual installation or activity
  - ATSC does not mandate what a Drop-Down menu will look like (you may make recommendations to your chain of command to change yours)

Understanding Drop-Down Menus

- When you have a moment of free time, (Ha Ha) review the Drop-Downs and become familiar with the other proponents/agencies that are Federation Partners
- Understanding what each proponent/agency is responsible for will facilitate the ease in transferring I/R's

- Drop-Downs are the key to all ATHD Federation partners being able to quickly transfer data, it is also a key element to being able to identify who you should collaborate with to solve complex request for assistance

*Use of **YOUR** Manager*

- ***This is the shortest slide in the entire class***
- All joking aside, your manager is one of your most valuable of collaboration assets. Use your manager to:
  - Assist you with I/R's that you are having trouble answering or transferring
  - Your manager is your voice in all Federation meetings and can help initiate changes in the SOP and daily operation of the ATHD
  - Resolve any issues between you and another agent or manager
  - Resolve issues between you and a customer
- Always remember, your manager is your first line of offense or defense…

Use of the "Get Out of Jail Free" Card

- The "Get Out of Jail Free" Card allows you to transfer a difficult I/R:
  - Use it after you have exhausted all of the methods of collaboration previously mentioned
  - If and when you have exhausted all other means of solving an I/R…
  - Transfer the I/R to TSAID-G or TSAID-Other
- The use of the "Get Out of Jail Free" Card transfers the I/R to the ATSC Tier 1 support group. They will identify the correct agency the I/R belongs to and make the necessary transfer
  - Use of the "Get Out of Jail Free" Card does not alleviate the original agent from ensuring that all required data was collected in the original transaction (Remember we can use "Transactions" to hunt you down…)

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Questions?